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## 訓練評鑑模式之實證研究---模糊理論與灰關連分析之應用

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### 摘要

從一個教育訓練的觀點而言，大部份人力資源發展或訓練的專家在因應組織不同教育訓練目標的重要性及特性，常有不知如何執行 Kirkpatrick 教育訓練評鑑層次之困擾。本研究主要是利用模糊理論及灰關連分析的原理建構一實證模式，以供組織教育訓練人員了解組織特性後，便於得知該組織需實施何種訓練評鑑層次之參考。

關鍵字：決策；模糊理論；灰關連；訓練評鑑

**An Empirical Study of Kirkpatrick's Training Evaluation Model  
Using Fuzzy Theory Along with Grey Relation Analysis  
Kirkpatrickdecision**

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**Abstract**

From a training evaluation perspective, most HRD (human resource development) or training professionals as program suppliers are usually limited to course-level trainee satisfaction. The training evaluation practice framework can be originally linked to Kirkpatrick (1959). The study has the purpose to explore the key important factors that affect HRD professionals to do training evaluation by establishing a decision making model of training evaluation practices using Fuzzy theory along with Grey relation analysis. This would guide HRD or training professionals to make the decision about which evaluation level can be viewed as priority to be implemented by looking at their own organizational characteristics.

Key words: Decision making;Fuzzy concept;Grey relation analysis;  
Training evaluation